

TELEPHONE SYSTEMS SPECIALIST

DEFINITION:

Under general direction, analyzes requests for new or revised telecommunication systems; serves as liaison between department and "outside" common carriers; and performs related work.

CLASS CHARACTERISTICS:

This is a journey-level class. This class is distinguished from the higher-level Telecommunications Manager, in that the latter is responsible for major projects and the overall supervision of the operations component of the Telecommunications Program, whereas the Telephone Systems Specialist coordinates telephone service requests.

EXAMPLES OF DUTIES:

Analyzes telecommunication requirements and recommends utilization of telecommunications equipment in conformance with County Administrative Manual standards, including basic telephone requirements, Automatic Call Distribution (ACD), and voice processing principles; reviews and analyzes existing/proposed telecommunication applications to determine need, and recommends cost effective/efficient telecommunications equipment and network modifications; recommends authorization of funds and funding sources for such modifications; assists with project coordination and administrative implementation of approved systems; prepares, coordinates, and supervises the scheduling of telecommunication service requests (TSR's); ensures timely and accurate implementation of telecommunication modifications; trains user groups regarding telecommunication equipment and features; compiles and maintains records for telecommunication management; provides information for the planning and preparation of the telecommunications budget; and prepares a variety of correspondence and reports.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Telecommunications equipment, including voice, data, and terminal interconnection equipment (e.g. Meridian Mail, ACD, Northern Telecom SL-1).
- CENTREX, PBX/PABX/CBX, and key systems (e.g. 1A2, electronic).
- Applicable FCC rules, regulations, and tariffs.
- Basic microwave and data communication systems.
- Accounting and budgetary processes.

Skills and Abilities to:

- Communicate effectively, in both oral and written form.
- Establish and maintain effective working relationships with "outside" common carriers.
- Prioritize and organize work assignments.
- Handle work assignments with minimum supervision.
- Train users in the use of telecommunications equipment and features.

-- Perform data entry.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and skills listed above. An example of such education/experience is: One (1) year of experience designing and implementing advanced telecommunications systems, including PBX/PABX/CBX, and key systems; **OR**, six (6) months of experience designing and implementing systems as previously indicated; **AND**, a Telecommunications Certificate or, an Associate of Arts degree or higher, in Telecommunications, from an accredited institution.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

Positions in this class require possession of a valid California Driver's License or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months. (Civil Service Rule 4.2.5).